



Dear TRICARE Beneficiary:

Welcome to the new TRICARE West Region! TRICARE is the health care program for active duty and retired members of the Uniform Services, their families, and survivors. The Department of Defense has made some changes in the TRICARE program with an emphasis on maintaining high quality care and increasing the level of customer service for our beneficiaries using TRICARE Prime, Prime Remote, Extra, or Standard. In order to better serve our beneficiaries worldwide, the Department of Defense has realigned the TRICARE Regions assisting in the administration of your TRICARE benefits. The region in which you currently reside—Region 11, which includes Washington, Oregon, and Northern Idaho—has been incorporated into the West Region. Beginning June 1, 2004, TriWest Healthcare Alliance will replace Health Net Federal Services as the TRICARE health service support contractor.

Beneficiaries can receive authorized Provider and other information by:

- Calling 1-888-TRIWEST (1-888-874-9378)
- Visiting our Web site at www.triwest.com
- Visiting any of our TRICARE Service Centers

As the Regional Director for the TRICARE West Region and the President and Chief Executive Officer for TriWest Healthcare Alliance, we are focused on providing access to quality health care and the highest level of customer service possible to each and every beneficiary. We will work together to serve you with the same dedication with which you or your family members serve, or have served, our country.

Together, the TRICARE Regional Office—West and TriWest are committed to providing customer-focused service as we continue to do “Whatever It Takes” to deliver access to world-class health care to our nation’s finest. Please take a few minutes to review the enclosed package—it contains important information for accessing the TRICARE program through TriWest beginning June 1, 2004.

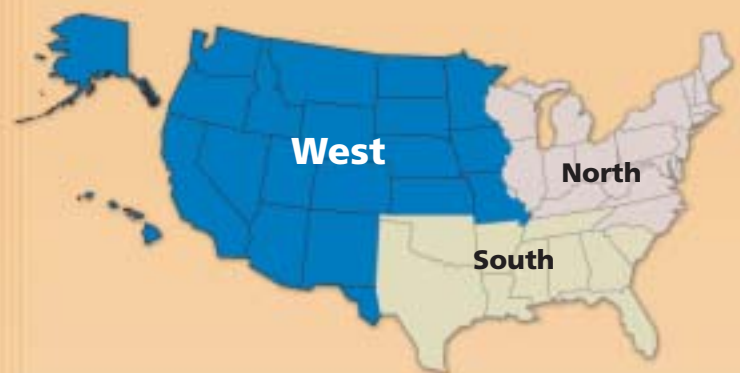
Sincerely,

A handwritten signature in black ink, appearing to read "JA Johnson".

James A. Johnson
Rear Admiral, Medical Corps
United States Navy
Regional Director
TRICARE Regional Office—West

A handwritten signature in black ink, appearing to read "DJ McIntyre".

David J. McIntyre, Jr.
President and CEO
TriWest Healthcare Alliance



There are now three TRICARE regions in the continental United States. You reside in the TRICARE West Region, which consists of the former TRICARE Regions 7/8 (Central), 9 (Southern California), 10 (Golden Gate) and 11 (Northwest). Additionally, Hawaii and Alaska are now part of the West Region.



A Commitment to Customer Service

As the new TRICARE contractor for your area, TriWest Healthcare Alliance is dedicated to using its expertise and energy to help you and your family receive the quality of care you deserve in a timely and cost-effective manner. TriWest has initiated processes to create and enhance individual relationships with all beneficiaries and has added state-of-the-art technology to give you several means of obtaining timely, accurate, and consistent information regarding your health care.

Serving More Than 2.6 Million Beneficiaries ... One at a Time

TriWest's goal in the West Region is to establish an interactive, personal connection among beneficiaries, providers, and TriWest to help you better manage your and your family's health care needs. Here are the primary ways by which you will be able to contact TriWest to obtain necessary TRICARE information.

Interactive Personal Service via the Internet and Telephone

The interactive customer service feature of TriWest's Web site—www.triwest.com—and TriWest's new interactive voice response (IVR) system will enable you to conduct most of your business with TriWest from your personal computer or telephone.

Internet—www.triwest.com

If you are a TRICARE Prime beneficiary, you will be able to do most of your business with TriWest without leaving home. By visiting TriWest's Web site, www.triwest.com, you will be able to:

- Determine the status of a claim, receive information about the payment of a previously processed claim, and obtain duplicate explanation of benefits (EOB) statements for claims that have already been processed

- Verify your eligibility, or that of a family member, by checking the Defense Enrollment Eligibility Reporting System (DEERS)*
- Check the current dollar amounts applied toward your out-of-pocket expense limits and catastrophic cap
- Pay enrollment fees online via e-check or debit/credit card
- Locate a network provider
- Receive the latest regional updates



You will find a monthly feature of special topics, weekly TRICARE program updates, the latest TRICARE and TriWest news, a new “Healthy Living” section and a calendar of upcoming TRICARE West Region events on TriWest's Web site.

In addition, beneficiaries using TRICARE Standard or Extra will be able to review the latest TRICARE information pertaining to those TRICARE options.

**Make sure that you keep DEERS information up-to-date for you and your family.*

One Number to Remember— 1-888-TRIWEST

Another easy way to get TRICARE information in the West Region is to call TriWest's toll-free telephone number. When you dial 1-888-TRIWEST (1-888-874-9378), the intuitive and friendly IVR menu will quickly route your service requests and inquiries to the most appropriate customer service representative or, if you choose, to an automated self-service option for accessing routine information. You will speak your menu requests rather than pushing buttons on your telephone keypad, and the convenient, hands-free automated IVR system will be available to you 24 hours a day, seven days a week.

The IVR system will enable you to find personalized information regarding eligibility; benefits and health plan guidelines; claim status; fee payments; cost-shares and deductibles; enrollment status and fee payment; and referral activation.



One number – 1-888-TRIWEST (1-888-874-9378)—connects you to quick and accurate answers about eligibility, benefits, claims, authorizations, or other program-related information. TriWest will have a network of more than 80 TRICARE Service Centers throughout the region to assist you as well.

Provider Network

TriWest understands that access to primary care managers (PCMs) and specialists is one of your most important needs. For this reason, TriWest has developed a strong provider network of PCMs, specialists, behavioral health specialists, and medical facilities to supplement the outstanding care available at the military treatment facilities. Visit www.triwest.com to locate network providers in your area.



TriWest maintains a network of more than 65,000 PCMs, specialists, medical facilities, and behavioral health providers in the West Region.